



U Serve Utah

Utah Commission on Service & Volunteerism



2020 ANNUAL REPORT



A YEAR UNLIKE ANY OTHER

2020 was unlike any year we've experienced. A global pandemic and deeply felt social and racial injustice, has had unprecedented impact and required new ways of thinking, working and living. Despite the unexpected challenges we faced as a nation, our agency was proud to support local communities in our state through our work in community engagement, emergency management and national service.

Throughout the year, what has given us hope is the amazing commitment of Utah's response to the needs of our state. During this period of uncertainty, we have been comforted, encouraged, and humbled by the outpouring of generosity. Remarkable individuals, organizations, community groups, businesses, and corporations have all stepped up in various ways.

It is with great pleasure that we share with you the UServeUtah 2020 Annual Report. Through these pages you will get a glimpse of the amazing organizations we are proud to work with and the individuals who step up every day to serve our state.

As this annual report goes to press, we don't know what the coming year will bring, but we do know, we are at our best when working together with all of you. As we prepare for what comes next, we are committed to building a more equitable future for our state by using our voice, influence, programs, and initiatives to effect change. We invite you to join us on this journey!



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As the state’s central coordinating body for service and volunteerism, UServeUtah is responsible for developing, implementing, and sustaining a vision and culture of national service and community engagement within the state. We do this by building and cultivating capacity for effective national service and community engagement, promoting and inspiring national service and community engagement, and recognizing outstanding impacts made through service.

OUR VISION is to have vibrant, inclusive, productive communities in Utah with active, engaged individuals.

OUR MISSION is to strengthen and unify Utah communities through national service, volunteerism, and broader community engagement.

> userve.utah.gov

UServeUtah is a division of the **Utah Department of Cultural and Community Engagement (CCE)**, formerly the Utah Department of Heritage and Arts.

The Department of Cultural & Community Engagement has a holistic understanding of the impacts of culture, service, and diversity on our state. With these insights, they cultivate the state’s civic engagement and boost local economies through the lens of art, and humanities.

> community.utah.gov





Our Renewed Commitment to Diversity, Equity and Opportunity

UServeUtah would like to express our renewed commitment to Diversity, Equity, and Inclusion in our programming, initiatives, and company culture.

The Department of Cultural and Community Engagement (CCE) led each division through a 21-Day Racial Equity Challenge in 2020. Along with all CCE staff, UServeUtah staff members were given time to engage with colleagues while exploring a series of readings, videos, and podcasts on issues such as the history of redlining, the disparity faced by Black / African American girls in school, microaggressions, and how race intersects with homelessness and wealth inequality. This 21-Day Challenge and the time given to delve into these resources and practice engaging in conversations rooted in race relations has allowed us to collectively pause and consider how we strive as a department to better serve all our constituents eq-

uitably and make intentional efforts to center underrepresented communities.

This year, our Professional Development Volunteer Management Training will feature a new module developed in partnership with the Utah Division of Multicultural Affairs: Equity and Opportunity. We look forward to continually evaluating our programming and resources to facilitate greater diversity, equity, and opportunity.

As we continue striving toward our mission to strengthen and unify Utah communities through national service, volunteerism, and community engagement, we renew our drive to unify *all* communities. This includes striving to address systemic inequalities that exist in our society and within current volunteerism practices.

Our Core Values



PEOPLE

We value people and believe that through national service and community engagement, people have the capacity to enrich their own lives and improve the quality of life in their communities. We believe that an active volunteer community creates an environment in which all people thrive.



COLLABORATION

We value collaboration and realize that we are at our best when we engage in collaborative efforts that bring together individuals, neighborhoods, schools, businesses, government, nonprofit, faith-based and other community organizations to achieve a common vision of stronger communities



DIVERSITY, EQUITY, AND INCLUSION

We value diversity, equity, and inclusion. We recognize that people of all ages, abilities, and origins have talents to share and that communities are strengthened when people connect across their unique backgrounds through national service and community engagement.



INNOVATION

We value innovation and exploring new ideas and solutions that best meet the needs of Utah communities. We commit to identifying and sharing research and best practices for effective community engagement.



IMPACT

We value impact and commit to implementing innovative and effective strategies, holding ourselves accountable for results, and sharing our knowledge and best practices with others.



AmeriCorps Members participating in service projects during the AmeriCorps Utah Member Gathering held in March, 2020.

What We Do



Build & Cultivate Capacity

A primary aim of UServeUtah is to help organizations effectively use service and volunteerism as a strategy to fulfill their mission and to address critical community needs. We do this by offering training courses in volunteer management and acting as a resource for organizations, municipalities, and communities engaging volunteers to address local needs.



Promote & Inspire National Service & Community Engagement

UServeUtah is committed to inspiring action and creating ways for all Utahns to identify and participate in quality national service and community engagement opportunities. We connect Utahns with ways to engage in their communities and ways to serve through and support National Service programs.



Recognize Outstanding Impacts Made Through Service

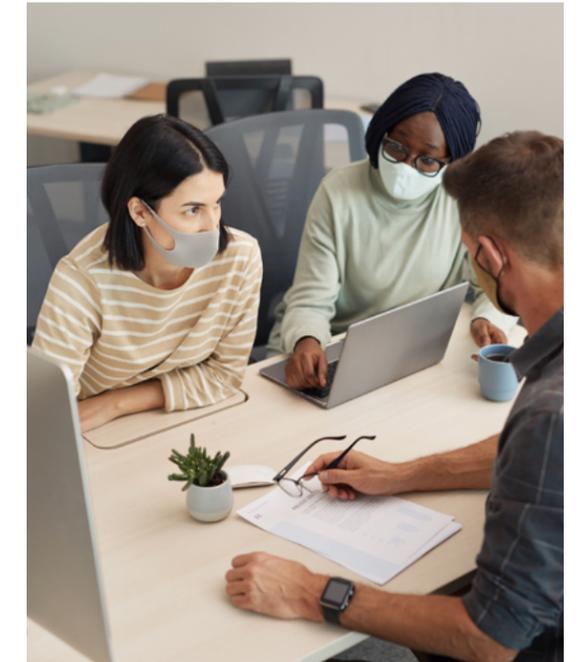
UServeUtah recognizes individuals and organizations for their outstanding national service and community engagement efforts and impacts. We offer volunteer recognition resources and highlight an outstanding AmeriCorps member each month.



National Service

National Service refers to AmeriCorps programming. AmeriCorps members and AmeriCorps Seniors volunteers serve directly with nonprofit organizations to tackle our nation's most pressing challenges. AmeriCorps bridges divides by bringing people together: connecting individuals and organizations to strengthen communities across the nation.

There are many ways to engage in National Service in Utah. Individuals can serve as AmeriCorps members within four programs: Volunteers in Service to America (VISTA), National Civilian Community Corps (NCCC), NCCC FEMA Corps, and AmeriCorps State and National. Additionally, those age 55+ can serve as AmeriCorps Seniors volunteers within three programs: Retired Seniors Volunteer Program (RSVP), Foster Grandparent, and Senior Companion. Nonprofit, faith-based, and community organizations can engage in National Service by applying to host AmeriCorps members and AmeriCorps Seniors volunteers.

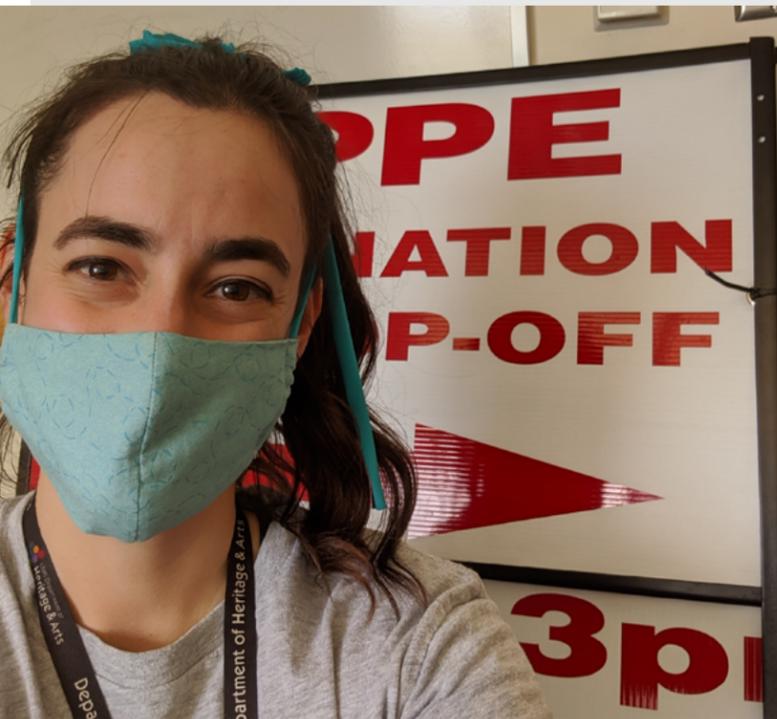


Community Engagement

There are many ways individuals can get engaged in their communities. Often, our minds go right to service and volunteerism when thinking of becoming more involved. Volunteerism is a huge boon to nonprofit efforts and even to the local economy and we strongly encourage all who are able to find a way to serve.

In addition to Direct Service, there are five other main "pathways" individuals can follow to become more engaged in their communities. These pathways include community engaged learning and research, social entrepreneurship and corporate social responsibility, policy and governance, community organizing and activism, and philanthropy. We refer to these as the Community Engagement Pathways.

This framework will be guiding our National Service and Community Engagement initiatives in the coming years. Check out pages 12 and 13 to learn more.



Meeting the Moment

UServeUtah's COVID-19 Response

As the State of Utah's lead agency for volunteers and donations in time of disaster, UServeUtah has been actively involved in the state's COVID-19 response. Operating under the State Emergency Response Team and Unified Command, UServeUtah has coordinated donation sites throughout the state, provided guidelines on donating and volunteering safely during COVID-19, provided resources for managing volunteers during a pandemic, and connected volunteers with opportunities to serve in-person, remotely, and virtually.

In the early days of the pandemic, UServeUtah put out a call for donations - be it monetary, PPE, or homemade masks and face shields. The response was incredible and speaks to Utah's giving spirit. When interviewed by Utah Public

Radio in April of 2020, Associate Director Mike Moon noted how individual contributions played such a vital role in protecting vulnerable populations. "It's been really inspiring, honestly, to see...When people donate PPE in quantities of twenty or thirty that they have in their garage how it really adds up...Our state is so resilient and industrious as a result of each individual person...Every donation, while you may think it is so small, is making such a big difference in keeping our healthcare workers safe in this pandemic."

The UServeUtah team has been humbled to play a part in the state's response to COVID-19 and are committed to providing further support and resources as the response continues.



\$3,464,490 worth of donated PPE



Over 230,000 volunteer hours



8 donation sites across the state



172,050 N-95 masks



168,776 medical gloves



18,867 face shields



3,444 homemade masks

Join Us on a New Journey

The Community Engagement Pathways

Join UServeUtah as we embark on a journey toward increased community engagement! There are many different paths we can take to our destination, and these paths intersect with and rely on each other. The Community Engagement Pathways serve as a tool and a guide to illustrate the various ways by which Utahns can give back to their communities and get more involved.

There is no one single path, and people move in and out of these pathways over time. Certain pathways may speak to your passions or causes close to your heart. Other pathways may align with your career or specialized skills. No matter the reason for embarking on this journey, UServeUtah is committed to providing the tools and resources necessary for all Utahns to engage with their communities in meaningful and impactful ways.

This framework will guide UServeUtah's work and programming in the coming years. In 2021 UServeUtah will release a diagnostic tool to help you identify the pathways with which you most closely align and provide you with opportunities to engage in those pathways throughout the state. Funding for this project is being provided by the Volunteer Generation Fund.

The Community Engagement Pathways have been adapted with permission from the Haas Center for Public Service at Stanford University.



Direct Service

Working to address the immediate needs of individuals or a community. Through this pathway you can provide direct service through volunteerism such as cleaning up a park, serving meals at a soup kitchen, or tutoring students.



Philanthropy

Donating or using private funds or charitable contributions from individuals or institutions to contribute to the public good. Even if you do not have the resources to give yourself, you can spend time organizing and encouraging monetary or in-kind donations from those who do.



Policy and Governance

Participating in political processes, policymaking, and public governance. Getting involved in the political process on a local level has a tremendous impact. Using your time, voice, and talents to get involved can strengthen the lives of people in your community.



Community Engaged Learning and Research

Connecting coursework and academic research to community-identified concerns to enrich knowledge and inform action on social issues. This pathway allows people and organizations to make informed and thoughtful choices to effectively address community issues.



Community Organizing and Activism

Involving, educating, and mobilizing individual or collective action to influence or persuade people or institutions of government. Organizing your community can have a tremendous impact, because it allows community members an opportunity to use their voice and collaborate to address key issues.



Social Entrepreneurship and Corporate Social Responsibility

Using ethical business or private sector approaches to create or expand market-oriented responses to social or environmental concerns. The private sector is a crucial part of responsible community engagement.

NATIONAL SERVICE IN UTAH



600

local service sites



3,700

AmeriCorps members
& AmeriCorps Seniors
volunteers



\$20.7

million AmeriCorps
and local funding



\$48.1

million AmeriCorps
scholarships earned
since 1994

AmeriCorps.gov/Utah



National Service in Utah Meeting Local Needs & Strengthening Communities

In 2020 more than 3700 Americans of all ages and backgrounds united to meet local needs, strengthen communities, and expand opportunity through national service in Utah. AmeriCorps invested more than \$12.3 million in federal funding to support cost-effective community solutions, working hand in hand with local partners to empower individuals to help communities tackle their toughest challenges.

AmeriCorps members and AmeriCorps Seniors volunteers are preparing today's students for tomorrow's jobs, helping communities and families impacted by COVID-19, reducing crime and reviving cities, connecting veterans to services, fighting the opioid epidemic, helping seniors live independently, and rebuilding communities after disasters.

AmeriCorps members and AmeriCorps Seniors

volunteers served at more than 600 locations across Utah, including schools, food banks, homeless shelters, health clinics, youth centers, veterans facilities, and other nonprofit and faith-based organizations. Through a unique public-private partnership, AmeriCorps and its partners generated more than \$8.4 million in outside resources from businesses, foundations, public agencies, and other sources in Utah in the last year. This local support strengthened community impact and increased the return on taxpayer dollars.

UServeUtah manages the Utah AmeriCorps State program portfolio consisting of programs that target underserved and at-risk populations in the focus areas of economic opportunity, education, environmental stewardship, disaster preparedness, health futures, and veterans and military families.

AmeriCorps Highlights

AmeriCorps state members serving in Utah accomplished the following for communities and lands in Utah during 2020.

1,134
AmeriCorps state
members met
pressing local
needs in Utah in
2020



Assisted
11,368
clients in receiving
health services or
education



Provided
coaching,
mentoring, or
tutoring to
28,896
students



Improved
1,680
acres of parks and
public lands



Assisted
778
individuals into
permanent
housing



AmeriCorps State Programs

2019 - 2020

UServeUtah manages Utah's AmeriCorps State program portfolio. The following pages list active programs for the 2019-2020 program year. AmeriCorps members serving in these programs have addressed critical needs in the focus areas of Economic Opportunity, Education, Environmental Stewardship, Disaster Preparedness, Healthy Futures, and Veterans and Military Families.



United Way
of Northern Utah



BOYS & GIRLS CLUBS
OF UTAH COUNTY



AmeriCorps Education Initiative of Utah (AEIOU)

Focus Area: Education

AEIOU is an AmeriCorps program operated by the United Way of Northern Utah. This program has AmeriCorps members in 75 schools across the state. AEIOU members advocate for and support students who are struggling with literacy, attendance, academics, credit recovery, and social/emotional challenges. In 2020, AEIOU members exhibited great resilience and adaptability by embracing new ways to keep students on track during a challenging academic year.

AmeriCorps Utah STEM Initiative (AUSI)

Focus Area: Education

AUSI is an AmeriCorps program operated by the Boys and Girls Clubs of Utah County. AmeriCorps members engage underprivileged youth in the fields of Science, Technology, Engineering and Math (STEM). Through tutoring and mentoring activities, students increase their knowledge of the STEM field and experience a shift in attitude, awareness, engagement, behavior and skill. AmeriCorps members serving in this program are educating and inspiring the next generation of STEM leaders.

Brigham Young University Family, Home & Social Sciences AmeriCorps Program (BYU FHSS)

Focus Area: Healthy Futures

This program engages members from the BYU FHSS student body to increase the capacity of non-profit mental health and substance abuse treatment facilities. Under the supervision of a licensed mental health professional, AmeriCorps members serve in several service locations along the Wasatch Front, providing direct clinical services to clients seeking treatment.





Playworks Utah

Focus Area: Education

This program engages AmeriCorps members to serve in 75 low-income, at-risk elementary schools throughout Salt Lake County. Members create positive and inclusive school environments where every kid thrives both inside the classroom and out. AmeriCorps members teach social/emotional skills, get kids active and promote play as an integral tool for improving student outcomes. By leveraging the power of play to empower students to become productive learners, members are deepening student connections to the learning experience.



Salt Lake County's Most Vulnerable Populations Program (SLCo MVP)

Focus Area: Economic Opportunity

In this program, AmeriCorps members engage with a variety of agencies in Salt Lake County to help the homeless obtain housing, provide assistance to the formerly homeless, and connect them to other mainstream services to increase self-sufficiency. Members support case management services which are an integral part of supporting Utah's Ten Year Plan of ending chronic homelessness.



Senior Charity Care Foundation (SCCF)

Focus Area: Healthy Futures

Senior Charity Care Foundation (SCCF)'s mission is to improve the dignity and quality of life for seniors in care settings by providing mobile dental, vision, and hearing clinics. This program utilizes AmeriCorps members to help Utah's elderly population access these affordable medical services. By increasing access to primary and preventative healthcare, AmeriCorps members are improving the physical and mental well-being of seniors in need.



Utah Conservation Corps (UCC)

Focus Area: Environmental Stewardship

UCC is a statewide program that partners with federal, state, local, and nonprofit agencies to protect, restore and enhance Utah's environment. This program engages AmeriCorps members in working to complete projects in creation, maintenance, and improvement of trail access. In addition, members participate in trail construction and maintenance, noxious weed removal, habitat restoration, fuels reduction, environmental education, and volunteer engagement.



Utah Healthcare Corps (UHC)

Focus Areas: Healthy Futures & Economic Opportunity

UHC is a program operated by the Association for Utah Community Health. In this program, AmeriCorps members serve as Community health workers operating in sites throughout the state. Community health workers—trained laypeople who share socioeconomic backgrounds, ethnicity, language, and life experiences with clients—can effectively bridge prevention-focused healthcare services with access to needed resources—to meaningfully engage patients in achieving better health outcomes.



Utah Higher Education AmeriCorps Network (UHEAN)

Focus Areas: Education, Healthy Futures, & Economic Opportunity

UHEAN utilizes students as AmeriCorps members at seven colleges and universities in Utah. AmeriCorps members provide support to hundreds of community organizations through direct service and capacity building efforts. Members in this program support schools, hospitals, and organizations that see service as a solution to local and national challenges and create powerful member experiences that result in lifelong civic engagement.

Getting Things Done for Utah

2020 AmeriCorps Members of the Month

There are thousands of outstanding AmeriCorps members serving in Utah. Each month we recognize one member for going above and beyond the pledge they took to “Get Things Done.” In 2020 we recognized nine members for making lasting impacts in communities across the state.

Many of these members had to make significant adjustments to their service due to COVID-19, and they proved to be an asset to their AmeriCorps program and to their greater community during this pandemic. Heather Yule of Playworks developed resourced that were utilized both locally and nationally ensuring that AmeriCorps members in her program could still connect with and support students

in need. Elena Henderson provided mental healthcare and crisis management to individuals and families experiencing unprecedented challenges. Maimuna Minteh supported those experiencing homelessness, one of the most vulnerable populations in our state. Brooke Britt and Alyssa Smith supported students and inspired them to hit their goals and remain invested in their educational goals. Sam Fitch helped interested community members engage in the local food movement. Susana Alba and Victoria Nicholson provided healthcare resources to community members in need.

We are so proud of these members for everything they accomplished in 2020, and look forward to seeing what they do next!



SUSANA ALBA
Utah Healthcare Corps

Susana has served with the Utah Healthcare Corps for three years. She is hardworking, compassionate, and trustworthy. She is always finding resources and opportunities where she can serve and benefit the community.



BROOKE BRITT
AmeriCorps Education Initiative of Utah (AEIOU)

This year was Brooke’s second year serving with AEIOU. During the school shutdown in the spring, Brooke set up an online tutoring program which enabled many of her volunteers to continue tutoring students.



SAM FITCH
Utah Conservation Corps

As the Urban Community Farm Manager, Sam oversaw farm operations, planting, harvesting, installation of new fencing, construction of raised beds and high tunnels, and more! She also planned and executed many events for students interested in engaging in local food and sustainability



ELENA HENDERSON
BYU FHSS AmeriCorps

In 2020, Elena was a fourth year PhD student in BYU’s Clinical Psychology program and served as an AmeriCorps member supporting over 130 diverse clients and their families. Her service ranged from crisis management to long-term outpatient care.



JOSIE JASPERSON
Utah Higher Education AmeriCorps Network

This was Josie’s third year serving in AmeriCorps at Weber State University. She has loved her time as an AmeriCorps member because of the deeper meaning and reflection it has brought to her service as a dental hygienist.



MAIMUNA MINTEH
Salt Lake County’s Most Vulnerable Populations

Maimuna’s term of service with AmeriCorps has allowed her to develop critical skills that will make her a valuable resource as she continues in her career in social work.



VICTORIA NICHOLSON
Senior Charity Care Foundation

Victoria has worked tirelessly to support seniors in need with accessing dental, vision, and auditory assistance. She has loved communicating with the seniors she serves and seeing them blossom after receiving care.



ALYSSA SMITH
AmeriCorps Utah STEM Initiative

During her time as the AmeriCorps STEM Specialist at Timpanogos Elementary, Alyssa has taken the time to build healthy relationships with each and every one of the kids in the program. She finds engaging STEM activities that benefit each student.



HEATHER YULE
Playworks AmeriCorps

This was Heather’s fourth year serving with Playworks - a record service length for the program! During her years of service Heather has been a vital part of the program both locally and nationally - creating resources that have benefited programs across the state & nation.



*“By celebrating what’s right with the world,
we find the energy to fix what’s wrong.”*
-Dewitt Jones

Find the Energy 2020 AmeriCorps Member Gathering

The annual Member Gathering is an opportunity for AmeriCorps members to network with fellow members serving across the state and attend breakout sessions geared toward their own professional development within AmeriCorps and beyond.

The 2020 Member Gathering was held on March 10th at the Zermatt Resort in Midway, Utah. Keynote speaker Professor Jeff Thompson thanked AmeriCorps members for the local impacts they are making across the state.

“You don’t need to go far to change the world. Start now. Start with your family, your friends, and your community.”

-Professor Jeff Thompson, Keynote Speaker

AmeriCorps members spent the day attending breakout sessions on communication and navigating difficult conversations, personal finance and self-care, team building, disrupting division through bystander intervention, the Community Engagement Pathways, as well as an information session about the Utah Disaster Corps. AmeriCorps members also participated in service projects benefiting Catholic Community Services, Spring Gardens Senior Center, and Primary Children’s Hospital.

This event was held just prior to COVID-19 regulations on large events, social distancing, and mask mandates. We feel very fortunate to have been able to meet with AmeriCorps members in person in 2020.



Oswaldo deMoura (center) pictured with UServeUtah Director LaDawn Stoddard (left), and AEIOU Program Director Saren Loosli (right) at the AmeriCorps Member Gathering on March 10, 2020.



Oswaldo’s Stars made from soda cans

AmeriCorps Member of the Year Oswaldo deMoura

Oswaldo “Ozzy” deMoura of the AmeriCorps Education Initiative of Utah (AEIOU) Program was honored as the AmeriCorps Utah Member of the Year. Oswaldo has been serving as an AmeriCorps Tutor Coordinator at Tolman Elementary for more than 3 years. Students and volunteers are always excited to come and learn. His enthusiasm for the student’s learning and achievement is contagious and volunteers are eager to join in the work. He has organized his room in a way that volunteers know exactly what to do and where to go. He dives right into the work and leads by example. He tutors right alongside the volunteers and welcomes their input. Oswaldo takes time to get to know

each student and motivates them with their interests. Every year he makes a craft for each student as an incentive. And it isn’t a small thing! One year he made stars out of soda cans, another year he made awesome helmets from cardboard, and this year he made pencil toppers designed after the students’ favorite characters. This personal touch helps the students to feel loved and valued. He has also inspired other AmeriCorps members by posting tips and tutorials on our Member Facebook Support Group. Oswaldo has lifted the hearts of students, teachers, parents, volunteers, and other AmeriCorps members with his enthusiasm and dedication.

2020 Community Engagement Highlights

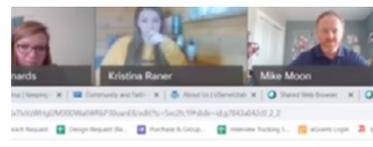
25 UServeUtah Youth Council members served **1,362** hours



Co-hosted webinar on “Volunteer Management During the New Normal” with **150** attendees



Hosted **4** Volunteer Management training sessions, training **116** individuals.



Awarded **618** Volunteer Recognition Certificates



4 trained organizations earned the UNA Credential in Volunteer Management

Building and Cultivating Capacity UServeUtah’s Training Suite

A primary aim of UServeUtah is to help organizations effectively use service and volunteerism as a strategy to fulfill their mission and to address critical community needs. The UServeUtah Training Suite includes Professional Development in Volunteer Management, Organizational Change in Volunteer Management,

and Spontaneous Volunteer Management. Following training with UServeUtah, individuals and organizations are better able to recruit, train, recognize, and retain volunteers. Additionally, individuals who complete the Spontaneous Volunteer Management Training are equipped to assist in disaster response.



Professional Development in Volunteer Management

In 2020, UServeUtah hosted two professional development Volunteer Management Training sessions with a total of 58 trainees. In this course, trainees participate review the structure of a successful volunteer management program. The training covers eight modules over two days covering topics such as volunteer recruitment, retention, screening, orientation, training, diversity and inclusion, and program evaluation. This training helps individual volunteer managers and their organizations effectively utilize the resource of volunteers.



Organizational Change in Volunteer Management

UServeUtah serves as the subject-matter-expert for Utah Non-profits Association’s (UNA) Volunteer Management Credential Training. In this course, participants dive into six key leverage points to efficiently run a volunteer management program. Participating organizations are eligible for a Credential Badge from UNA upon submitting 10 evidence items of implementation. In 2020, UNA and UServeUtah hosted one training session with 25 total trainees. Of those trainees, four were able to earn the Credential Badge in Volunteer Management.



Spontaneous Volunteer Management

Volunteers - sometimes hundreds, sometimes thousands - show up to help after a disaster, bringing skills, energy and compassion to the relief effort. UServeUtah and the Utah Division of Emergency Management aim to provide local municipalities with best practices and materials, in order to prepare their communities to handle the management of spontaneous or unaffiliated volunteers in times of disasters through this training. During this training, participants learn best practices and operate a mock Volunteer Coordination Center. In 2020, UServeUtah trained 36 individuals in spontaneous volunteer management.

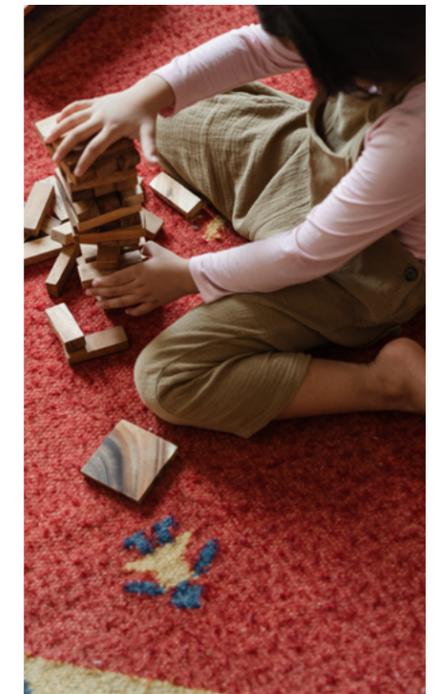


Greatest Volunteers on Earth Recognizing Utah's Outstanding Volunteers

Utah consistently ranks first in the nation for volunteerism rates, and it is no surprise that incredible volunteers abound in our state! We are humbled to play a part in recognizing Utahns for the many contributions they make through volunteerism and community engagement. UServeUtah's volunteer recognition initiatives include the Lt. Governor's Volunteer Recognition Certificate program, the Power of Service Award, and partnership in the annual Utah Philanthropy Day event.



In 2020, UServeUtah recognized over 600 individuals with the Lt. Governor's Volunteer Recognition Certificate. Through this program, organizations from across the state submit nominations on a rolling basis to thank their volunteers for going above and beyond. We are grateful to the now Governor Cox for his support of this program throughout 2020, and look forward to continuing to recognize outstanding individuals with the support of Lt. Governor Deidre M. Henderson.



The Power of Service Award

The Power of Service Award is given up to three times per year to a volunteer who shows significant commitment to the overall well-being of the populations they serve. In September of 2020 UServeUtah presented this award to Gayle Haas in recognition of over 40 years of service as a Court Appointed Special Advocate (CASA).

Gayle was nominated by Utah CASA, and Lori Short provided the following description of Gayle's outstanding service. "Gayle Haas is a wonderful CASA. She has worked with some of our hardest cases. She always learns about all the children and works closely with the Guardian ad Litem to make sure the children are receiving the services that they need. She keeps track of their educational needs as well as making sure they receive the counseling services if ordered. She has worked well with the parents and encourages them to change for their children's best interest. She does not judge and offers support. She has made sure to use the

resources we have within our office and looks for other ways to fill needs. She made sure that one child had a bed to sleep in and clothes that fit him. She has worked with others to gather donations of blankets, toys, clothes, and gift cards that other CASA's could use to help the children they were working with to have gifts for Christmas and Birthdays. She is a wonderful person and asset to the CASA program."

When asked about her outstanding longevity as a volunteer, Gayle detailed what has kept her going for decades. "The motivation for me is very simple. All children need and deserve a voice. I am that voice. It's my job to communicate the positive and the negative situations my kids are faced with on a daily basis. Our duty is to stand in the shoes of the child and to see things as the child would see them. What I love about being a CASA and the entire program is seeing my kids with a smile on their face and a safe home and loving family. It's the end results after all the abuse and neglect."



Utah Philanthropy Day

Each November since 1999, the Association of Fundraising Professionals Utah Chapter, Utah Nonprofits Association, and UServeUtah have celebrated Utah's outstanding philanthropists and volunteer leaders at the annual Philanthropy Day Luncheon. In light of COVID-19, the 2020 celebration was held via a statewide broadcast.

Seven prestigious awards honor the various components of the critical nexus between visionary, supportive philanthropy and thriving, creative nonprofit organizations that respond to community concerns and the need for change. Because so many individuals stepped up and stepped in throughout 2020 – from COVID-19 to the fight for social justice – the celebration included the new 2020 Heroes Award. Like the Heart & Hands Award of years previous, this award acknowledges the incredible work of volunteers as well as frontline workers, essential employees, and others who gave so much in 2020. Over 80 individuals and groups were presented with this award, one being UServeUtah's own Associate Director, Mike Moon!

2020 Honorees

Philanthropic Leadership Award

Thomas & Candace Dee

Foundation Spirit of Giving Award

Park City Community Foundation

Corporate Spirit of Giving Award

Comcast NBC Universal

Governor's Career Humanitarian Leadership Award

Ginette Bott

Lt. Governor's Public Service Award

Rebecca Chavez-Houck

Outstanding Volunteer Award

Shauna Davis

Outstanding Young Volunteer Award

Janet Tran



Shauna Davis
2020 Outstanding
Volunteer

Shauna Davis has served in a volunteer role with Utah's Festival of Trees for 11 years. She currently serves in a leadership role as chair of the Festival of Trees volunteer board. Now in its 50th year, Festival of Trees is an annual event that raises money for Primary Children's Hospital in Salt Lake City. It is held in an expo center spanning over 220,000 square feet, which is transformed into a Christmas wonderland of more than 300 decorated Christmas Trees, Gingerbread Houses, Wreaths, and other Christmas décor, gathered and donated by the community.

As the event chair, Shauna is responsible for overseeing the volunteer board, and recruiting, training, and organizing volunteers to oversee each event area.

She helps to cultivate and maintain relationships with volunteers, who meet and coordinate on a weekly basis January – November. Under Shauna's leadership, the Festival of Trees has raised more than \$5.4 million to help provide the best medical care for children at Primary Children's Hospital. Shauna and her family "walk the talk." Each year, they lavishly decorate and donate a Christmas tree in honor of a child they have gotten to know in the hospital at Primary Children's. Shauna is innovative and fearless. Undeterred by the obstacles created by COVID-19, Shauna is helping to reimagine Festival of Trees as a virtual holiday experience that families far and wide can experience from the warmth and comfort of their own homes.



Janet Tran
2020 Outstanding
Young Volunteer

Janet Tran was nominated by Big Brothers Big Sisters of Utah for over eight years of service in a number of roles. Janet has served as a Big Sister, a Non-Mentor Volunteer, a Fundraising Committee Member, a liaison with the University of Utah responsible for recruiting new mentors for the organization, and an intern responsible for volunteer recognition, experience, and outreach.

Her nomination detailed the many ways Janet has made a difference through service. "Janet has served as a mentor for more than 6 years for her Little Sister Amanda. Once they were matched they worked on homework, played games, spent time talking with one another, and soon became close friends. Janet's dedication to Amanda can be seen in

so many ways. Amanda is in junior high and she is enjoying school. Her reading and writing have improved greatly since she and Janet started working on those together. They love to go to the movies, bake cupcakes, play UNO, and participate in community service events often. Their strong bond is evidenced by the fact that Little Sister Amanda says, "Janet is like a sister to me. She's my best friend." Janet has shown great interest in fully participating with BBBSU. She has interned, helped at events, worked on fundraising committees, and she actively recruits other students to be volunteers in our organization. She does all this while working with other organizations in the community and being a college student. She has been a great advocate for us, and she truly believes in the mission and power of mentoring."

Youth Serving Utah

The UServeUtah Youth Council

This year we welcomed our second cohort of young leaders to the UServeUtah Youth Council. This youth-driven advisory board is composed of passionate and driven Utahns ages 16-22 from across the state.

Throughout their year serving on the council, members attended monthly meetings where they received leadership training and planned service projects to address local needs in their communities. Many of the planned 2020

projects had to be adapted to address new pressing needs due to COVID-19. This cohort showed great leadership and resilience during their term of service and were able to complete service projects with a total of **over 1,300 volunteer hours**.

To view the full report and reflections please visit:

> userve.utah.gov/youthcouncil

2020 UServeUtah Youth Council

CINDY AGUILAR
University of Utah

KATE HOMER
Hillcrest High School

AUBREE ROBINSON
South Sevier High School

YANA ANDERSEN
Utah Valley University

LIZ HOMES
Weber State

JORGE SANCHEZ
Dixie State University

ALLY BROTHERTON
Snow College

LAVEITIANA IKA
Bountiful High School

JADA SHIPLEY
Valley High School

JENNA CAMPBELL
Ridgeline High School

JOSLYN SOLORZANO GALAN
Brigham Young University

LUKE STENCIL
Karl G Maeser Prep Academy

AVA FORD
Park City High School

BETHANY KRUSE
Utah State University

DAVID STUMP
Salt Lake Community College

MARIA FREGOSO
Weber State

SUSANA LEMUS
Kearns High School

KARLEE THOMAS
Richfield High School

NICHOLAS GALLOWAY
Salt Lake Community College

KATIE MCGUIRE
Park City High School

HOLLAND WELCH
Utah County Academy of Sciences

BRYNLIE GREEN
Westminster

ELSPETH RAYBACK
Brighton High School

CAMILLA YUAN
Logan High School

DAVIS HERRERA
Brigham Young University



Ally Brotherton, Sanpete County

Ally began writing a monthly article entitled "Give and Grow" for the Sanpete Messenger highlighting the outstanding volunteers in Sanpete County and organizations in need. She has helped bring awareness to the current volunteer needs in her county and has inspired residents to get involved. She has even had people stop and thank her for the impact her article has made in the community.



Jenna Campbell, Cache County

Jenna was touched by those facing isolation and loneliness during the COVID-19 pandemic, both young and old. To address this need she found creative ways to serve the residents of a local assisted living center. She arranged for a group of high school students from Ridgeline High School, including members of the chamber choir and student council, to meet outside the center and perform songs to spread cheer and offer connection for both students and residents at the center.



Ava Ford, Summit County

Ava originally planned to host a free summer enrichment camp for students at McPolin Elementary, but changed her plans after seeing the needs families were facing during the COVID-19 pandemic. Ava switched gears and conducted donation drives collecting over 690 donated items including toiletries, toys, masks, and other essentials. She enlisted the help of her National Charity League chapter to assemble care packages that were distributed to local families in need.



Susana Elizabeth Lemus Franco, Salt Lake County

Susana chose a project close to her heart, helping the immigrant youth in her local community of Kearns. She knew from personal experience that immigrating to the United States can come with a litany of challenges for students and families. She developed a volunteer program and curriculum to assist students with both language and social skills. She first helped students with core academic subjects, then encouraged them to find new opportunities to get involved in after school clubs, teams, and events. She has been a great support to both students and families in her community.



Nicholas Galloway, *Salt Lake County*

The goal of Nicholas' project was to expose high school seniors to civic engagement. He quickly adapted his planned in-person service projects in light of COVID-19. Partnering with the Thayne Center for Service and Learning, he involved students in virtual information sessions and presentations educating them on the concepts of reciprocity and collective impact. Students also participated in brainstorming sessions to plan their own community projects. Students left with a greater knowledge of how to get involved and how to utilize resources in their communities.



Luke Stancil, *Utah County*

Luke was driven to find a way that he and fellow students could support addressing racial injustice. When his high school prom was canceled, he took it as an opportunity to fundraise for the Innocence Project and the Equal Justice Initiative. Following the health guidelines at the time, he secured a venue for "A Night At The Castle, A Classic Promenade." Fellow students volunteered to set up and break down the event as well as plan the dance and spread the word. He was able to donate proceeds toward a good cause and create a memorable experience for his classmates.



Kate Homer, *Utah County*

Kate noticed that many environmental problems were being caused by people throwing away old clothing. She wanted to address this issue as well as give community members a chance to help address the need for cloth face masks due to COVID-19. She conducted a donation drive to collect clothes and fabric and prevent these materials from ending up in landfills. Volunteers helped sort donations of clothing for Big Brothers Big Sister of Utah, and Kate donated textiles to Stitching Hearts Worldwide to support the creation of face masks.



Karlee Thomas, *Sevier County*

Karlee provided a safe way for young people in her community to connect with and support those living in nursing homes during COVID-19. She asked young people to submit videos of themselves performing a musical piece or dance number. She then compiled all the performances and shared the compilation with a local nursing home. The nursing home staff even asked that she continue making more videos to share! The volunteers she engaged were happy to have a way to share their talents and brighten the days of seniors in their community.



Katie McGuire, *Summit County*

Katie created the Park City Student Service Award to recognize students for the contributions made through volunteerism. She has seen first-hand the amazing volunteer work of young people in her community and wanted to elevate their impact and inspire students to serve with this award. The award honors students in grades 6-12 who are committed to making a difference by volunteering their time in Park City and beyond. High School Seniors who meet the criteria are also able to earn an honor cord for graduation.



Holland Welch, *Utah County*

Vineyard is a new and developing community in Utah that currently lacks a local library. Holland led a project partnering with the Vineyard City Youth Council and the mayor's office to fill that need and offer young community members in Vineyard the opportunity to access a children's library. Volunteers in this project sorted book donations, held a book sale, painted a mural, cleaned the space, transported books, and catalogued the books into the chosen software. The library is opening soon and will be a great resource for the entire community.



Elsbeth Rayback, *Salt Lake County*

Elsbeth created a project for volunteers to thank the educators in her community. She knew it wouldn't be safe to get together, but that many of her fellow students wanted to express their gratitude to teachers for all the challenges faced and sacrifices made throughout this year. She asked students to email or text her a message for a teacher, then printed off the messages and attached them to cards which she delivered. She noted that "you don't have to do some giant act of service to change the world. Even the tiniest spark can light up one person's life, and that is enough."



Camilla Yuan, *Cache County*

The goal of Camilla's project was to distribute masks and hand sanitizer in her community to aid in the response to COVID-19. She applied for a grant from CAST-USA and used the \$800 grant to purchase hand sanitizer and masks from Ocean Mart in Roy, Utah. After hearing why she was purchasing the products, Ocean Mart donated an additional \$200 worth of masks. Camilla recruited eleven other volunteers to help with collecting and delivering the sanitizer and masks. Supplies were donated to the Cache Valley Family Place and the Logan Food Pantry and aided greatly in keeping her community safe.

Youth Council



Camilla Yuan



Elsbeth Rayback



Jenna Campbell



Holland Welch



Nicholas Galloway



Ally Brotherson



Ava Ford



Kate Homer

"You don't have to do some giant act of service to change the world. Even the tiniest spark can light up one person's life, and that is enough."

-Elsbeth Rayback
2020 UServeUtah Youth Council Member



Empowering Utah's Youth

The Active Engagement Retreat

The Active Engagement Retreat is an annual event that empowers young Utahns to use their skills and passions to make a difference, no matter their path.

Prior to attending, each participant is tasked with identifying the Community Engagement Pathways with which they most closely align. They are then grouped with similarly motivated participants and facilitators. Throughout the two-day retreat they are able to explore their pathways and analyze how all Community Engagement Pathways intersect with each other and how they can be utilized to effectively create change.

The 2020 Active Engagement Retreat was held virtually. While we missed being able to connect with participants in person, we were able to achieve greater geographic diversity than years previous. We were also able to tap several AmeriCorps Utah Program Directors to serve as group facilitators. Their expertise in achieving change through community engagement is unmatched and they contributed much to the 2020 experience.

Nubia Peña, Director of the Utah Division of Multicultural Affairs, offered the keynote address, "Advocates & Activists Wanted." She challenged the young participants to ask themselves:

WHO AM I GOING TO BE IN THE CONVERSATION OF CHANGE?

HOW AM I GOING TO LEAVE A LEGACY OF IMPACT?

HOW WILL I LEAVE THIS WORLD BETTER THAN I FOUND IT?

She concluded her address by highlighting the need for each individual to be involved:

"Collective action requires many...This type of movement requires all of us who have different talents. The introverts and the extroverts... We need the orators as much as we need the writers. The artists as much as the composers. We need the quiet as well as the boisterous. We need you. Very simply and succinctly, we need you. **We need each of you in every way that you can show up to serve.**"

By the conclusion of the retreat, each participant had the chance to explore the Community Engagement Pathways and identify which pathways align with their personal interests and skills, reflect on their purpose and passion, learn the importance of collaborating with community members to make an impact, explore tools to engage in civil dialogue, and network with peers in a virtual and engaging atmosphere.

Each participant also left the retreat having set specific goals relating to their pathway, their "hustle," and a specific skill to develop or surround themselves with. Participants were encouraged to segment their goals into what they would accomplish 30 days, 60 days, and 6 months following the retreat. We look forward to seeing how the participants will utilize the Community Engagement Pathways and change the world.



The retreat featured a panel of local leaders representing each of the Community Engagement Pathways. Participants were able to learn how each panelist began down their pathway and how it has helped them in their personal goals and professional accomplishments.

Panelists spoke to their challenges as well as their motivations within their pathway. They detailed the impacts they have seen in their own lives and communities due to work within the pathways. Participants were able to interact with panelists and seek advice as they begin down their own paths.

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“You don’t have to do some giant act of service to change the world. Even the tiniest spark can light up one person’s life, and that is enough.”

-Elspeth Rayback, 2020 UServeUtah Youth Council Member



UServeUtah

Utah Commission on Service & Volunteerism

[➤ **usrve.utah.gov**](https://www.usrve.utah.gov)

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